

# ***PRESS RELEASE***

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## **Department of Consumer Protection**

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Hartford, CT 06106**



**Edwin R. Rodriguez  
Commissioner**

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Date: September 10, 2004

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## **Department of Consumer Protection Issues Alert to Customers of Superior Chauffeured Services**

HARTFORD, AUGUST 10 -- The Department of Consumer Protection wants to alert persons who have scheduled limousine services with Superior Chauffeured Services of Rocky Hill that the company has closed its doors and will not be honoring its future contracts. Since the company went out of business just two weeks ago, the Department has already received 48 complaints from consumers left without the transportation they had expected.

"I am troubled by the problems this closure has caused for dozens of families who paid for services and were left stranded," Consumer Protection Commissioner Edwin R. Rodriguez said today. "I want to forewarn anyone else who may have booked an airport ride or a wedding limousine with Superior Chauffeured Services -- it's not going to be there."

The Commissioner said that persons who used a credit card to pay for transportation scheduled after August 17 should contact their credit card company immediately to cancel the transaction, and make other transportation plans. Further, he stated that the Department of Consumer Protection will be exploring all options to seek restitution for consumers already harmed by the sudden closure.

"We are looking very seriously at this situation, and we are working with the Department of Transportation, as they are reviewing licensure issues about Superior as well," Rodriguez said. "Meanwhile, consumers who believe they were harmed by Superior Chauffeured Services should file written complaints with the Department of Consumer Protection."

The Department's website address is [www.ct.gov/dcp](http://www.ct.gov/dcp).

The Department of Transportation has charged the company with violation of Connecticut laws regarding intrastate livery services, and has scheduled a citation hearing on Tuesday, September 14 at 10 a.m. in its Rocky Hill office. Department of Consumer Protection investigators will testify at the hearing on behalf of Connecticut consumers who have filed written complaints with the agency.

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